

Department of Technology Services

JOB OPPORTUNITY

Staff Services Manager I (Supervisor) \$4746-\$5726
Statewide Telecommunications and Network Division
Administrative and Directory Services Unit

Job Description:

The Statewide Telecommunications and Network Division (STND) has a lead role over the Administrative and Directory Services Unit which provides the first response to State information inquiries, help desk assistance, statewide directory services and STND administrative support and personnel management services. Under the general direction of the Staff Services Manager II, the Staff Services Manager I will provide leadership and direction to help ensure continuous, consistent and accurate provision of state information and directory services and oversee the development and implementation of administrative processes and reporting programs.

Essential Functions:

The SSM I (Supervisor) leads administrative/directory services staff coordination, prepares complex analytical and report documents and performs the more complex work, both written and oral; assigns a variety of related work to staff; resolves related issues, provide proactive leadership, decision-making and direction. Duties includes but are not limited to:

- Provides supervision and direction to the Unit staff to ensure that quality customer service levels are provided in the most polite, timely and professional manner possible
- Oversee the development and implementation of the California Government Information Center (CGIC) call center services to state and local government agencies and the general public.
- Direct development, implementation, and management of STND information resources such as STND policy and procedures, STND desk and resource manuals and pertinent databases for tracking and reporting a variety of STND programs and services.
- Oversee the administrative and personnel management for STND.
- Oversee development and application of policies, procedures and general information for CGIC guidelines, requirements, reports and resources including the development of logical and/or written communications.
- Respond to the most complex and sensitive CGIC telephone and web inquiries using initiative, tact, excellent oral and written communications, customer service and telephone answering skills and oversee all CGIC web responses.

Desirable Qualifications

- Experience in call center operations; basic knowledge of call center technologies and strategies, telecommunication systems, and services.
- Handle changing priorities, multiple tasks and deadlines.
- Excellent interpersonal skills with the ability to develop internal and external relationships with a wide variety of people and personality types.
- Reliable/regular attendance

Applications will be accepted from qualified individuals who have transfer, promotional or lateral eligibility. Applications will be screened; only the most qualified applicants will be interviewed. All appointments are subject to SROA/Surplus provisions. **Final File Date is Until filled.** Interested applicants must submit a State Application 678 to:

Department of Technology Services
Statewide Telecommunications and Network Division
PO Box 1810
Rancho Cordova, CA 95741-1810
Attention: Debbie Swan
(916) 657-9292

It is the objective of the State of California to achieve a drug-free state work place, any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

RPA 05-104- Position #690-182-4800-xxx

Telephone Relay Services or the deaf or hearing impaired: TDD Phone (800) 735-2929 Voice Phone (800) 735-2922

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